

# Job Description

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**Title:** Shift Manager

**Division:** Earned Income-Casino

**Position Reports to:** Gaming Mgr/Casino Manager/Assist Casino Mgr

**Date Revised:** June 2015

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## I. General Summary

The Casino Shift Manager is responsible for effectively supervising the casino staff in a manner that achieves the organization's commitment to excellent customer service and maximizes earning potential. He/she also completes all designated reports and paperwork and maintains the organization's assets to meet the pre-determined standards and promote profitability as well as customer satisfaction. Represent the Plains Art Museum professionally and confidentially.

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## II. Principle Duties and Responsibilities

- Supervise the casino staff, using decision-making and team-building skills, and ensure that all duties and responsibilities are fulfilled according to Plains Art Museum standards and position descriptions.
  - Ensure casino compliance with all laws, regulations, policies and internal control procedures.
  - Ensure accurate and timely completion of all records and paperwork.
  - Ensure excellent customer service and a positive working relationships with personnel.
  - Maintain property appearance, equipment and safety standards and policies to provide maximum customer appeal, employee and customer satisfaction, profitability and operational efficiency and protection of organizational assets.
  - Provide clear verbal and written communications.
  - Attendance is required for all scheduled days on a regular basis.
  - Perform other duties as assigned.
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## III. Background

**Supervision** - This position supervises staff and monitors staffing for table rotations.

**Confidentiality** - This position requires high ethical standards of integrity, understanding and diplomacy. There will always be information that is sensitive to customers and staff regarding their relationship with the Casino and the Plains Art Museum.

**Mental Application** - This position requires excellent problem solving skills, flexibility, creative thinking and anticipation of circumstances in order to meet responsibilities. Independent decision making skills are necessary as well as the ability to follow established policies and procedures.

**Contacts** - Internal contacts include management and staff of the casino. External contacts include vendors and the general public.

**Magnitude and Scope** - This position reports to the Assistant Casino Manager, Casino Manager & Gaming Manager and keeps him/her informed of all essential information to ensure the profitability of the casino.

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## IV. Conditions of Employment

**Working Conditions** - The position is performed in a non-smoking environment with exposure to a high noise level (live bands) when the lounge is in operation. Temperatures can reach 80 degrees.

**The position is performed in The Bowler & West Acres Bowl buildings which is a non-smoking facility.**

**Equipment Operations** - Must be able to operate office equipment such as a computer, adding machine, telephone, photocopier and other office equipment used.

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## **V. Specifications**

**Education** - High School diploma, with some post-secondary education preferred.

**Experience** - One-year casino gaming experience (blackjack, jacks and paddlewheel) preferred. Two or more years experience with demonstrated ability to effectively and successfully manage or supervise more than ten employees.

**Abilities** - Requires an ability to communicate clearly and effectively with customers and staff. Must be able to read and write at a level appropriate for completing required paperwork and written communications. Must be able to calculate and accurately complete required paperwork. Must exhibit mobility to move to various locations within the casino. Must be able to work independently and as part of a team.

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## **VI. Essential Functions**

Must be able to speak, read, write and understand the English language. Must be able to communicate clearly and listen attentively to customers, staff, vendors and other external sources. Must be able to stand for extended periods of time. Must be able to stoop, bend, balance, climb, crouch, kneel, sit, twist, perform extensive or repetitive arm/wrist motions and push/pull or carry up to fifty pounds. Requires eye/hand coordination, reaching, grasping, and finger dexterity to handle money and cards adeptly. Must be able to read and comprehend required information and accurately complete required paperwork. Must possess visual acuity. May be required to perform diverse physical tasks in order to meet position requirements. Must be able to exhibit well-paced mobility to visit various locations of the organization in keeping with the daily demands of the position. Must be able to work individually as well as part of a team. Must be able to perform multiple tasks concurrently. Possible loud music and offensive language.

(Print name Clearly)

**Employee Print Name** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_